

GLOSSARY of PROPOSED NIMS TITLES

Pandemic COOP Program / Training Sessions

ADMINISTRATION SECTION CHIEF (ASC). Member of the Incident Command General Staff and leader of the Administration Section, which in the context of the Continuity of Operations Program, is responsible for internal processes within the Agency, including financial and human resource functions, which are necessary to enable the critical functions being addressed by the Operations Section. The Administration Section sustains or recovers processes to maintain the fiscal integrity of the Agency and ensure that essential human resource processes are sustained. The Administration Section Chief works closely with the Operations and Logistics Sections to identify requirements and assess available options.

CHIEF: The ICS title for individuals responsible for management of functional sections: Operations, Planning, Logistics, Administration (includes Finance and HR). The Section Chiefs may have one or more Deputies, who are qualified to assume their responsibilities. This is recommended where multiple shifts are needed, as well as for succession planning.

COMMAND SUPPORT STAFF: In an incident management organization, the Command Support Staff consists of special staff positions of Public Information Officer, Safety Officer, Human Resources Officer, Finance Officer, Legal Counsel and EOC Liaison Officer and other positions as required, who report directly to the Incident Commander. They may have an assistant or assistants, as needed.

DEPUTY (aka, ALTERNATE): A fully qualified individual who, in the absence of a superior, can be delegated the authority to manage a functional operation or perform a specific task. In some cases, a deputy can act as relief for a superior and, therefore, must be fully qualified in the position. Deputies can be assigned to the Incident Commander, Command Support Staff and the Section Chief positions.

EOC Liaison Officer: Member of the Incident Command Support Team who provides a liaison between the Agency and the State's Department of Emergency Management and Homeland Security (DEMHS) Department, especially when DEMHS has elected to activate its Emergency Operations Center (EOC). A close working relationship between the Agency and the EOC is required for timely communication and response to directives. The EOC Liaison Officer will represent the Agency at the EOC and establish ongoing communications and scheduled status reviews with the Agency Incident Command.

FINANCE OFFICER (FO): Member of the Incident Command Support Team who provides financial planning and management support to the Incident Commander. Examples of support would include arrangements for emergency funding, financial analysis, financial record keeping, petty cash management and financial reporting. The FO will have a COOP relationship with DAS and OPM.

HUMAN RESOURCES OFFICER (HRO): Member of the Incident Command Support Team, or Business Continuity Management Team, who provides human resources advice and counsel to the Incident Commander. Examples of support would include development of plans to assist employees affected by the incident and guidance on union or bargaining unit issues raised by the incident or requirements to respond to the incident. The HRO will have a COOP relationship with DAS and OLR and may assume some of the Safety Officer responsibilities.

INCIDENT COMMANDER (IC): The individual responsible for all incident activities, including the development of strategies and tactics before and in response to an incident and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site. In the context of the Continuity of Operations Plans, the Incident Commander reports to the Agency Head or equivalent agency executive position. One or more Deputies are recommended.

INCIDENT MANAGEMENT TEAM (IMT): The Incident Commander, appropriate Command Support Staff personnel and General Staff, including the Section Chiefs assigned to the incident. In the context of the Continuity of Operations Plan, the IMT focuses on preparing for possible incidents, including a Pandemic, and resolving the incident while resuming or sustaining business functions in an orderly manner, addressing critical functions on a priority basis.

LOGISTICS SECTION CHIEF (LSC). Member of the Incident Command General Staff and leader of the Logistics Section, which in the context of the Continuity of Operations Program, is responsible for the resources and processes needed to sustain or recreate the work environment for Operations and Administration Section functions, including facility, technology, equipment and supplies. The Logistics Section Chief addresses plant, tool, technology and information security (including HIPAA) requirements for the Incident Command, working closely with the Operations and Administration Sections to identify requirements and assess available options.

LEGAL COUNSEL (LC): Member of the Incident Command Support Team who provides legal counsel to the Incident Commander. Examples of support would include advice relative to Agency jurisdiction and contractual obligations. The LC may also be asked to review any public statements that are to be issued by the Public Information Officer (PIO) or provide opinion and guidance on employee relations based issues or issues that relate to the Agency mission and the public. The LC will have a COOP relationship with the Attorney General's Office.

OPERATIONS SECTION CHIEF (OSC). Member of the Incident Command General Staff and leader of the Operations Section, which is responsible for the sustenance or recovery of the functions within the agency that serve the citizens of the state. The Operations Section Chief directly manages all incident tactical activities and implements the Incident Action Plan (IAP). The Operations Section Chief may have one or more Deputies, who are qualified to assume these responsibilities. This is recommended where multiple shifts are needed, as well as for succession planning.

PLANNING SECTION CHIEF (PSC). Member of the Incident Command General Staff and leader of the Planning Section, which in the context of the Continuity of Operations Program, is responsible for the development of the COOP document, working closely with the Incident Commander, General Staff (other Section Chiefs) and Command Support Staff to ensure critical functions and their resource requirements are identified, that preparatory actions are taken and that communications information needed to execute the COOP has been captured. In the response period, the Planning Section Chief is to serve as a coach to Incident Command and to ensure that regular crisis response sessions are held, that outstanding issues are identified, that appropriate alternatives are considered and that action assignments are clearly distributed. Planning Section Chief may have one or more Deputies, who are qualified to assume these responsibilities. This is recommended where multiple shifts are needed, as well as for succession planning.

PUBLIC INFORMATION OFFICER (PIO). Member of the Incident Command Support Team who is responsible for drafting and issuing all public announcements, making all press releases and giving all interviews with the communications media relative to the incident and the Agency's response. The PIO establishes communications with PIOs in other State Agencies and the Governor's Media Office to convey situation status, progress toward resolving the incident and any actions needed in support of or in response to the situation. The PIO works directly with the Incident Commander (IC) and Agency Head on all sensitive communications and may seek advice and counsel from other members of the Command Support Staff on legal or personnel matters and from the Section Chiefs on background relating to the situation and the response the Agency is making.

SAFETY OFFICER. Member of the Incident Command Support Team, who is responsible for the health and medical safety of response personnel. In the context of the Continuity of Operations Plan, the Safety Officer is to advise on steps to reduce the exposure of staff to pathogens and to make reports and recommendations to and receive and address recommendations from the Department of Public Health. This role is not expected in all Agency COOP's; it is appropriate for those Agencies that are responsible for residential care of or that must physically interact with citizens of the State.

SECTION TEAM LEADER: Qualified member of the Incident Command General Staff who generally reports to the Operation or Administration Section Chief and coordinates the initial response and recovery efforts of the team. In the context of the Continuity of Operations, the Section Team Leaders are responsible for pre-disaster preparedness, disaster response coordination and post-disaster corrective action based on lessons learned for the functions that are part of the normal operational responsibilities of the work group. In NIMS these Team Leaders often head Branches or Divisions. Section Chiefs will determine the organization appropriate under respective Sections.

SECURITY OFFICER. Member of the Incident Command Support Team responsible for the physical security of response personnel and citizens within the custody of the Agency. In the context of the Continuity of Operations Plan, the Security Officer is to advise on steps to protect

staff and residents / clients from unintended or malicious activities that may cause injury or death and to make reports and recommendations to and receive and address recommendations from the State Police, as appropriate to the incident. This role is not expected in all Agency COOP's; it is appropriate for those Agencies that have custody of citizens of the State.

